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| Lorena Paredes  **514-226-5770**  **Lorena201173@gmail.com** |  |
| LANGUAGES Fluent writing and spoken Spanish, French and English  **EDUCATION** College LaSalle, Montreal — *Fashion Marketing*Sep. 2015 - PresentÉcole secondaire Félix-Leclerc, Pointe-Claire— *Diploma of Secondary Education*Sep. 2005 - Jun. 2010EXPERIENCEAldo Group, St-Laurent — Sales and customer service agent Jan. 2018 – Present   * Resolve concerns and/or issues to ensure our customers have the best consumer experience; * Meet and exceed customer contact center sales and team objectives; * Providing customers with information regarding our products, promotions and other information related to the company, website and stores.  Softmoc, Point-Claire — *Sales associate ( third key )*May. 2016 – Dec.2017  * Achieve sales objectives * Give excellent customer service * Maintain visuals presentation standards  Rebox Corp, St-Laurent — *Receptionist* Dec. 2013 - Dec. 2014  * Answer and transferring calls * Provide customer service * Organization and coordination of project at the office  CPE au Petit Carrousel, Pierrefonds — *Educator*Aug. 2011 - Jun. 2014  * Responsible of educational program * Responsible for the well-being of the children * Accomplishment of various task related to the position  ACTIVITIES  * **Fashion Presentation:** Fashion Show College LaSalle, ***Volunteer*** * ***Express Mode:*** *Fashion show College LaSalle*  INTERNSHIP  * **Laura Canada June 4th - September 4th**   **Buying Department**   * **Yellow shoes May 8th – May 28th**   **Buying Department** |  |